

POSITION DESCRIPTION

Position Title:	Customer Service Officer
Position Number:	10533
Directorate:	Corporate Services
Reports to:	Customer Service Supervisor
Department:	Governance & Organisational Strategy
Agreement:	City of Karratha Enterprise Agreement 2021
Classification:	Level 3

1. POSITION OVERVIEW

The Customer Service Officer is responsible for acting as Council's first point of contact, responding appropriately by providing accurate information and direction to the general public.

1.1. Position Objectives

- Provide high level customer service to the community through front counter reception, telephone and email correspondence
- Provide internal customer services support to Council Officers in relation to day to day receptionist / cashier / administrative requirements as directed
- Provide support to the Customer Service Supervisor and other Customer Service Officers

2. DUTIES & RESPONSIBILITIES

2.1. Reception

- Attending to enquiries from persons attending the front counter or by incoming telephone calls and emails and re-directing enquiries to the appropriate Department or Officer if further information is required.
- Receive and distribute messages for absent Officers.
- Ensure that the reception area remains staffed at all times.
- Ensure a high level of tidiness is maintained at all times within the reception area.
- Maintain adequate supplies of information pamphlets on brochure stands, carousels and the noticeboard is maintained with current notices.

2.2. Cashier

- Maintain a high level of duty of care by ensuring cash handling procedures are followed and money is secured at all times.
- Accurately process and receipt all applications and money received at the front counter.
- Ensure all daily transactions reconcile to Synergy receipting reports through the daily balancing register
- Prepare daily banking received for all Council facilities and deliver to the bank

2.3. Administration

- Forward Customer Requests through Synergy system as required for the relevant Departments
- Receive and process applications received at the front counter for various Departments
- Update Synergy records in relation to Ranger, Environmental Health, Technical, Operations and Parks & Gardens related services.
- Update applications in relation to Ranger, Building and Planning.

- Assist with Cemetery enquiries and the processes relating to associated applications
- Maintain and review processes relevant to the Customer Service area
- Maintain Council's daily outgoing mail functions and deliver to the Post Office
- Receive deliveries and arrange for courier pick-ups as required
- Maintain the weekly digital newspaper article collection

2.4. General

- Assist with raising and lowering flags
- Assist when directed with general office duties including filing, photocopying and other clerical duties
- Assist with training and support towards team development.
- Maintain confidentiality at all times
- Ensure that duties are performed in keeping with the principles outlined in Council's "Customer Service Charter"
- Completion of general daily, weekly, monthly tasks
- Other duties as required.

2.5. Occupational Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1. Judgement and Problem Solving

- Good time management skills.
- Demonstrated ability to multitask under pressure
- Demonstrated ability to show initiative and problem solve.
- Demonstrated ability to decipher and facilitate difficult and frustrated customer enquiries.

3.2. Specialist Knowledge and Skills

- Basic knowledge of office equipment and procedures.
- Working knowledge of the local area.
- Sound numeracy and literacy skills.

3.3. Interpersonal Skills

- Excellent customer service skills.
- Sound communication and public relations skills.
- Demonstrated ability to be adaptable in an ever-changing environment

- Demonstrated ability to work with an extensive number of internal work areas and their various processes
- Demonstrated ability to work closely in a small team where open communication on daily tasks and changes is imperative
- Developed keyboard and computer skills with a working knowledge of Microsoft Office word processing and spread sheet software
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3.4. Qualifications and Experience

- Experience in Local Government environment (desirable)
- Demonstrated experience in a similar position that includes cash handling, reception and word processing duties
- Current C Class driver's licence
- National (or federal) Police Certificate (no more than 6 months old)